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Improved Ticket Layout

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We have improved the layout of the ticket view in the agent interface. We have removed superfluous sections, and made certain sections cleaner and easier to use.

The screenshot shows a ticket view for 'Example Ticket' with ID 82. The ticket is assigned to 'Bishop, Gregory (greg@example.com)' and has two CC'd users: 'jane@example.com' and 'tom@example.com'. The ticket is currently 'Awaiting Agent' with 1 pending action. The 'PROPERTIES' section includes: Agent: Christopher Nadeau; Team: Support Managers; Followers: John Doe; Priority: High Priority; Labels: example-label. Below the properties are action buttons: Lock, Merge, Macros, Remove, and Actions. The bottom section is for 'REPLY' and 'NOTE' with a rich text editor toolbar.

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